



NORTHFIELD
Community Partnership
Community Development Trust

CLOUDS END
We can sort it together.



MISSION

Funded by Birmingham City Council's Preventions and Communities department, the aim of the Chaos to Order project is to better educate and upskill the agencies who encounter hoarding behaviour and help them integrate that understanding into their everyday procedures.

There is a limited amount of funding to help with extra services such as clearing, cleaning and one-to-one work with citizens this can only be applied for after agencies have used their usual funds to address these issues. Citizens have to consent to be part of the project to access them.



WHO IS IT FOR?

ANYONE WORKING WITH
A CITIZEN **IN BIRMINGHAM**
WITH **HOARDING BEHAVIOUR**

(CLUTTER IMAGE RATING 5 OR ABOVE)

HOW TO ACCESS THIS SERVICE



Email
help@cloudsend.org.uk
to ask about our free training
or request a **Referral Form**.

PRACTICAL HELP AVAILABLE

One per citizen.
Requires a referral.



SKIP

Client to fill themselves or with help they arrange



CLEAN & LIGHT CLEAR

Light clearing/consolidating with more focus on the cleaning. **Up to 2 rooms**



CLEAR

Bulky items can also be cleared with this service. **Up to 2 rooms**



ONE-TO-ONE WORK

Working with the client to help them sort through their belongings if they're ready to do so.

PSYCHOLOGICAL HELP AVAILABLE

As many of these as desired.
Only Hoarding Co-ordinator Support requires a referral.



HOARDING CO-ORDINATOR SUPPORT

Assessment of the hoarding situation, moral support, practical help and providing links to community groups.



HOARDING TALKS
Educational programme (team from Northfield Fire Station, Birmingham University)

Northfield Fire Station
1st Thursday of the month.
2.3.30 pm
Run by Heather.



SUPPORT GROUPS

WhatsApp

peer-to-peer support group that is largely left to its own devices with Heather's overseeing.

Zoom

Last Wednesday of the month
7.8 pm
Run by Sam Wainman.



AMBASSADORSHIP

Peer-to-peer support



THE BIG SORT

Various Fridays, 10-5pm, at Scrapstore.
Event where citizens can meet, donate craft-related items and partake in craft activities.

CASE STUDY

This citizen was referred by a hoarding team student social worker in January 2023, she had a diagnosis of epilepsy, ADHD, depression and anxiety. She lives in a housing association property, the housing association were also keen to help her clear. She struggles with motivation and her severe epilepsy and ADHD makes organisation difficult.

She agreed to have a full clear but there was a flood in her property which delayed the clear for 2 months. The flood destroyed many of her belongings and her bed.

After regular coordination with her student social workers, 5 phone calls, 1 in-person visit by Heather, 1 full clearance with New Horizons Clearances, and a new bed and bedding, her bedroom is now clear and she is delighted and has expressed an interest in helping future clients on the C2O project due to her own positive experience.



AGENCY HELP AVAILABLE

MULTI-AGENCY HOARDING AWARENESS TRAINING

Zoom

10-4pm

2	3	/	2	/	2	6
3	0	/	3	/	2	6
2	7	/	4	/	2	6
2	2	/	6	/	2	6
2	7	/	7	/	2	6
1	4	/	9	/	2	6

FREE

TO ANYONE
WORKING IN
BIRMINGHAM

FUNDED BY
 **Birmingham**
City Council